

**Retail Store Manager**

The Retail Store Manager builds and leads a team of people that deliver an exceptional experience for our customers and brings the core values of Haynes to life in their store. They inspire their teams to deliver measurable results that exceed our customer’s expectations and enrich their lives.

**Role and Responsibilities**

* Supports identification and selection of top talent, reviews performance, provides corrective action, identifies training needs, and recommends performance incentive for all assigned staff.
* Teaches, trains, and mentors the team to bring the Hayes vision and core values to life in their store.
* Develops an open feedback culture focused on creating a positive environment for management, staff, customers and vendors.
* Positively guide team through changes in the business based on industry changes and customer needs
* Develops a succession plan for key positions throughout the location
* Create and maintain flawless store and property brand standards.
* Deliver on the Haynes Safety Plan and ensure strong positive safety culture.
* Organize and facilitate special location promotions, displays and events.
* Respond and resolve customer concerns in a timely manner.
* Work with company partners to merchandise appropriately based on the needs of the business.
* Assess changes in business needs and demonstrate strategic agility.
* Create and deliver business plan to hit sales and operational goals, motivate their staff to attain these goals, track sales against the goals, and require accountability for the results.
* Develops and implements a business plan to include: a sales and merchandising strategy, an operational strategy, and a marketing strategy.
* Meet all controllable expense forecasts created by both the Store Manager and the Retail Operations Manager.

**Skills**

* Can meet the expectations and needs of Haynes internal and external customers
* Is action oriented and comfortable acting in an ambiguous environment
* Can anticipate potential issues and uses all available resources to methodically solve problems
* Confronts conflict head on and works to find common ground with little impact to the business
* Can tailor message and effectively communicate to a diverse group of individuals
* Ability to manage time and time of others to focus on what is important
* Makes timely decisions using good judgement and analysis
* Ability to set clear direction and distribute workload and responsibilities effectively
* Can set challenging goals and can effectively lead a team to meet those goals
* Can assess and develop talent to build a strong bench
* Intellectually agile